

# GUIDE *for* LOCAL GOVERNMENT ABCs

PART**N**ERS  
**FOR HEALTH**

2023

## HOW TO NAVIGATE

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## ABC Guide Contents

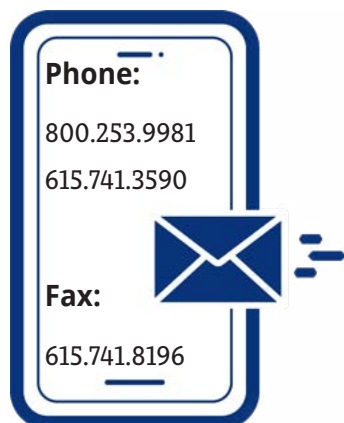
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### Required Training Reminders

- Annual HIPAA training must be completed within **30 days** of gaining access to Edison.
- New ABC training must be completed within **60 days** of gaining access to Edison.

### 2023 Annual Enrollment Info

- Annual Enrollment content will be posted on the ParTNers for Health website in September.



**Email:**  
[benefits.administration@tn.gov](mailto:benefits.administration@tn.gov)



*Closed on state holidays*

# Commonly Used Forms



This form is used for employees to select and/or make changes to their benefits. However, there are other times this form will be used:

- If you have an employee who wants to edit their elections within their 30-day eligibility period, and they are not using Employee Self-Service, this form can be submitted to Benefits Administration through Zendesk.
- Other events including but not limited to marriage, divorce, birth, adoption, etc.
- This form can be submitted within **30 days** to elect new hire coverage in lieu of Employee Self-Service.
- **NOTE: Enrollment reminders will routinely be sent during the 30-day period.**

This is the form used if an employee and/or their dependents want to voluntarily cancel insurance. Have the employee complete and sign the form and return to Benefits Administration by uploading the document in Zendesk.

**Note:** Canceling is only permitted outside of Annual Enrollment due to one of the specified qualifying events listed on the form.

For BA to make a change within Edison on information such as employee or dependent names, addresses or Social Security numbers, this form should be completed and can be sent to BA by uploading the document in Zendesk.

This form should be used for all administrative errors and must be signed by the ABC and a supervisor.

## QUICK LINKS

# "Edison" How-To

**Edison** is the main database used by the State of Tennessee. As an ABC you will use Edison to hire, update, enroll and terminate benefits-eligible employees.

## Eligibility, Effective & Termination Dates

Use this [Time and Date Calculator](#) to help determine the exact dates to use in Edison. Please subtract one day from the results. **Please subtract one day from the results.**

### If your agency does NOT have a probationary period

Use employee's actual hire date as the effective date. Benefits will begin the first day of the month **AFTER** the employee's hire date.

**Effective date** = Insurance coverage begin date

**Eligibility date** = Hire date

### If your agency does have a probationary period

Use the first day after the last day of the probationary period has been satisfied as the hire date for the employee in Edison. Benefits will begin the first day of the month after the employee's hire date in Edison.

An employee resigns on May 11.

The employee also has a payroll deduction for June coverage.

**Termination date** = Day after employee's last paid day

Your agency wants benefits to terminate at the end of June.

You would enter **June 30** in the **coverage end date** box.

If your agency wanted benefits to terminate at the end of May – you would enter **May 31** in the **coverage end date** box.

## VIDEO TUTORIALS



*Most commonly run queries on next page*

\*age out query example

## Onboarding Employees New To Benefits

When an employee is hired in your agency, or you have an existing employee who gains eligibility due to a status change, follow this step-by-step process to enroll them in benefits.

- [Complete the Employee Insurance Checklist](#)

### [For New Employees](#)

To view your ParTNers for Health Benefits Orientation video:

1. Click the link here, or on the New Employees webpage.
2. Choose 'Local Government' as your entity.
3. Choose your agency from the list.



## Most Commonly Run Queries

Query	Run Time	Description	Prompt
TN_BA162_VIEW_PAYCHECK	As needed	Shows the deductions an employee has for a specific time frame.	Employee ID + Begin date - End date
TN_BA219_AETP_INS_ELECTIONS	During/ After Annual Enrollment	Shows who has made changes to their health insurance during Annual Enrollment. Shows old and new coverage.	As of date
TN_BA219_OE_NOT_SUBMITTED	During/ After Annual Enrollment	Shows who has not submitted an enrollment. Look for the employees with "SAVED" in the "Saved but not submitted" column in the query.	As of date
TN_BA219_MED_DEN_COVERAGE	During/ After Annual Enrollment	Shows any new coverage that is effective Jan. 1. This query can also be run throughout the year for new hire enrollments or changes for special qualifying events.	Coverage begin date
TN_BA133_AUD_ESS_AFTER_OCT_20	During/ After Annual Enrollment	Shows employee elections made through ESS with a date/time stamp after 10/1/2020. Employees submitting enrollment multiple times will show on this report.	Employee ID
TN_BA311_ESS_NEW_DEPENDENTS	Monthly	Shows new dependents added by employees through ESS (can be used for new hires or during Annual Enrollment).	Class + Begin date - End date
TN_BA219_MED_DEN_ELECTIONS	As needed	Shows all elections made in Edison during a specific date range.	Begin date - End date
TN_BA103_CHILD_AGE_26	Monthly	Shows dependents approaching their 26th birthday based on a date range such as 60 or 90 days.	Begin date - End date





## Zendesk Best Practices

### **PRO TIP**

Be sure to add your phone number to your Zendesk profile to ensure that tickets associated with your number are added to your profile.

Zendesk is a ticketing-based system that serves as your primary form of communication with Benefits Administration.

By signing into your account, you can check the status of a pending request.

BA strives to resolve reported issues within 36 business day hours. Documents submitted are processed within 2-5 business days or less.

### Conference Calls and Weekly Emails

This is our way of getting important information to you and your employees. It's important that you attend the monthly conference calls and read each weekly email update.

Calls are held the second Tuesday of each month, and BA sends an email to ABCs each Friday. If you missed a conference call or weekly email, please refer to the ABC webpage.

More frequent conference calls will take place during Annual Enrollment.

### Plan Document

The plan document is the legal publication that defines eligibility, enrollment, benefits and administrative rules of the State Group Insurance Program.

## **Insurance Cards**

Members can get additional cards by contacting their insurance carrier, or by logging in to their BCBS or Cigna account.

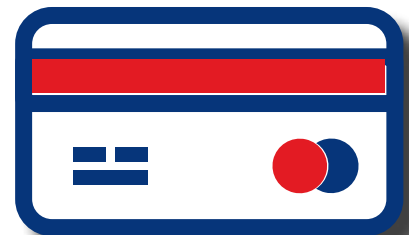
**Members can also access digital cards using the carrier's mobile app.**

### BlueCross BlueShield of TN

1-800-558-6213 - Up to two ID cards, both with member's name, sent automatically (may be used by any covered dependent)

### Cigna

1-800-997-1617 - Separate ID cards for each insured family member – with participant's name (up to four ID cards in each mailing)



<b>A</b>	ABC	Agency Benefits Coordinator	<b>O</b>	OFB	Office of Business and Finance
	ACA	Affordable Care Act		OE	Open Enrollment
	ACH	Automated Clearing House		One Ded	One-time Deduction
	ADM	Administrative		OOPM	Out-of-Pocket Max
<b>B</b>	AE	Annual Enrollment		OSA	Optional Special Accident
	BA	Benefits Administration		OOS	Out of Sequence
	BEP	Basic Education Plan	<b>P</b>	PPO	Preferred Provider Organization
	BIL	Direct Billing		PPACA	Patient Protection/Affordable Care Act
<b>C</b>	CC	Corrections and Clarification form		PY	Payroll
	CNP	Cancel for Non-Payment		REH	Rehire
	COC	Certificate of Credible Coverage	<b>R</b>	RET	Retirement
	CR	Cancel Request		RFL	Return from Leave
<b>D</b>	CSA	Central State Agency		SBB	Start Benefits Billing
	DEP	Dependent		SLB	Sick Leave Bank
	DC-FSA	Dependent Care Flexible Spending Account	<b>S</b>	SQE	Special Qualifying Event
	DIV	Divorce		SUS	Suspend
<b>E</b>	DNTL	Dental		TBB	10 Month Teacher Billing
	DOB	Date of Birth		TBR	TN Board of Regents
	DOR	Date of Retirement	<b>T</b>	TER	Termination
	EAP	Employee Assistance Program		TN	State (State Employees)
<b>F</b>	EBB	End Benefits Billing		TP-FSA	Transportation Parking Flexible Spending Account
	EE	Employee Eligibility	<b>U</b>	UT	University of Tennessee
	ELIG	Employer		VIS	Vision
	ER			W/C	Workers Comp
<b>H</b>	FDL	Minnesota Life (Ft. Dearborn Life)	<b>V</b>		
	FSA	Flexible Spending Account			
	FSCM	Accounting Side of Edison			
<b>I</b>	HED	Higher Education	<b>W</b>		
	HCM Benefits	(HR) Side of Edison			
	HIPAA	Health Insurance Portability and Accountability Act			
<b>L</b>	IC	Insurance Committee			
	LE	Local Education			
	LFSA	Limited Purpose Flexible Spending Account			
	LG	Local Government			
<b>M</b>	LOA	Leave of Absence			
	MAC	Maximum Allowable Change			
	MED	Medical			
	MED SUPP	Medicare Supplement			
<b>N</b>	MSC	Miscellaneous			
	NHE	New Hire Enrollment - Higher Education			
	NHR	New Hire Enrollment - Local Education and Local Government			
	NP	Non Payroll			

## ACRONYMS

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